



## IMPORTANT SAFETY RECALL NOTICE

\*This notice applies to your vehicle, VIN #: [REDACTED]

August 7, 2015

[REDACTED]

Subject: NHTSA Recall # 15V-377

Dear Trailer Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

EverGreen Recreational Vehicles, LLC ("EverGreen") has decided, based on information provided by HSM, Inc., fka Hickory Springs Manufacturing ("HSM"), that a defect which relates to motor vehicle safety exists in certain fifth wheel trailers manufactured by EverGreen. The RV steps manufactured by HSM and distributed by Lippert Components, Inc. to EverGreen may contain defective rivets that may shear or pull out under load.

### ! I M P O R T A N T !

- Your travel trailer RV steps may be subject to this recall.
- You should follow the instructions in the enclosed safety recall notice from HSM to determine whether your RV steps are affected by this recall. If your RV steps are part of the recall, you should contact HSM Customer Service directly for a free inspection and necessary repairs by calling (479) 646-6161; Ext. 375.

### Why is a recall being conducted?

We have been notified by HSM that certain RV steps may have a safety risk associated with them. Specifically, HSM has determined that the rivets marked as #96 or rivets marked as #55 which connect the 2nd and 3rd step at the hinge point (2nd and 3rd step, defined as the 2nd step from the ground level and the 3rd step from the ground level) of the Quad step, may shear or pull out under load. HSM has further determined that on these RV Step configurations, the inboard rivets marked as #08 or 80, which connect the top step tread (top step, defined as the 4th step from the ground level) to the upper hinge bracket of the Quad Step, may shear or pull out under load. **Please note: These rivet numbers may be utilized at other locations within the step assembly. These other rivet locations are not affected by this recall and should be considered safe under continued use.**

**What are we doing about the problem?**

We are working with HSM to ensure that you receive a free inspection and necessary repairs if your RV's steps are part of this recall. If your RV steps are affected by this recall, HSM will see that your unit is inspected and that necessary repairs are made at no cost to you.

**What should you do?**

Please review the enclosed safety recall notice from HSM to determine if your RV steps are affected by this recall.

**What if you no longer own the trailer?**

If you no longer own the travel trailer that may have the HSM steps that are subject to this recall, please forward the new owner's contact information directly to HSM so that they can contact the new owner about the recall.

**Who should you contact if you have further questions or concerns?**

If you believe you have experienced any difficulties in receiving the necessary inspection and/or repairs to your RV steps, or if you have any questions or concerns about the recall, please contact HSM Customer Service directly by calling (479) 646-6161; Ext. 375.

If you are the lessor of this trailer, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your RV steps repaired or replaced to address the problem detailed in the enclosed notice from HSM, you may be eligible for reimbursement of the charges you paid for the repair or replacement. To learn more about what you need to do to obtain reimbursement, please contact HSM Customer Service directly by calling (479) 646-6161; Ext. 375. If after having attempted to take advantage of this recall you believe you have not been able to have your RV steps remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Tony Chupp  
Director of Service  
EverGreen Recreational Vehicles, LLC  
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